Information Technology Job Function

IT Service Management Professional II
Grade: 56
Job Code: I1756P
Job Family: Enterprise IT Management
Job Family Matrix: Enterprise IT Management Matrix

Summary
Independently perform work in support of business service delivery improvements. Devise and/or modify procedures to solve moderately complex technical problems.

Typical Core Duties
- Work within a team on most phases of service analysis and consider the business implications of technology applications to the current and future business environment
- Collaborate with stakeholders to translate business needs into systems requirements and scoping
- Participate in the definition of systems requirements and gap analysis
- Perform user needs analysis, product evaluation, customization, testing, implementation, and support
- Participate in the development of plans and policies for a unit/school
- Abide by and follow the Harvard University IT technical standards, policies and Code of Conduct

Basic Qualifications
- Minimum of two years' post-secondary education or relevant work experience

Additional Qualifications and Skills
- Knowledge of information technology applications, processes, software and equipment
- Demonstrated team performance skills, service mindset approach, and the ability to act as a trusted advisor

Certificates and Licenses
- Completion of Harvard IT Academy specified foundational courses (or external equivalent) preferred
- ITIL v3 or v4 Foundations certification desired; ITIL intermediate (or higher) certifications strongly preferred

Physical Requirements

Working Conditions
- Work is performed in an office setting